**Define Problem/ Problem Understanding**

Healthcare is a fundamental aspect of human life, and timely access to medical services plays a pivotal role in ensuring overall well-being. Historically, obtaining a doctor's appointment has been a cumbersome process, often leading to long waiting times and, in some cases, the unavailability of physicians when needed the most. Recognizing these challenges, CURA Healthcare Service aims to address the issue by introducing a prior appointment feature. This initiative seeks to enhance patient experience, reduce waiting times, and ensure a more efficient allocation of healthcare resources.

Problem Statement:

In the absence of a systematic appointment system, patients encounter significant hurdles in accessing medical care. The traditional approach of waiting in long queues or arriving at hospitals without prior appointments leads to inefficiencies in the healthcare delivery process. Moreover, the prevalence of cardiac or heart diseases as top health concerns globally further exacerbates the problem, as individuals with urgent medical needs may face delays in receiving essential care.

Key Challenges:

Long Waiting Times:

Without a prior appointment system, patients are subjected to prolonged waiting times at healthcare facilities.

Increased waiting periods contribute to patient dissatisfaction and hinder the overall healthcare experience.

Unavailability of Doctors:

Lack of a structured scheduling system may result in doctors being unavailable at the time of the patient's visit.

This unpredictability can lead to missed opportunities for timely medical interventions, especially in critical cases.

Cardiac and Heart Diseases as Top Health Concerns:

The prevalence of cardiac and heart diseases underscores the urgency of addressing appointment scheduling issues.

Individuals with cardiovascular conditions require timely access to specialized care, making it imperative to streamline the appointment process.

Objectives of CURA Healthcare Service:

The primary goals of CURA Healthcare Service are as follows:

Efficient Appointment Scheduling:

Implementing a user-friendly and efficient prior appointment system to minimize waiting times for patients.

Doctor Availability Management:

Developing mechanisms to track and manage the availability of doctors, ensuring that medical professionals are accessible when needed.

Prioritizing Cardiac and Heart Health:

Recognizing the significance of cardiac and heart diseases, the service aims to prioritize appointments for individuals with these conditions.

Global Accessibility:

Extending the benefits of the CURA Healthcare Service worldwide to address healthcare disparities and improve access to medical services on a global scale.

At its core, CURA Healthcare Service transcends the mere definition of a project; it stands as a visionary initiative poised to revolutionize the landscape of healthcare access. In addressing the roots of historical challenges that have long hindered patient experience, CURA sets out on a transformative journey that places emphasis on efficiency, doctor availability, and the resolution of critical health concerns. This initiative is not merely about improving the current state of healthcare; it aspires to create a future where individuals across the globe encounter a healthcare journey marked by seamlessness and enhancement. By tackling the intricate complexities of the healthcare system and prioritizing accessibility, CURA envisions a significant stride towards a patient-centric ecosystem. This transformative journey undertaken by CURA Healthcare Service is not just about redefining appointments; it's about reshaping the entire healthcare experience, offering a beacon of hope for a future where healthcare is not just a service but a seamless, accessible, and compassionate journey for all.